

Beneficiary Dental Exception (BDE) Second Quarter of 2019

The BDE process is available to Medi-Cal Dental Managed Care (DMC) members in Sacramento County to ensure timely access to services through their dental plan. Requests are made by mail, fax, email, or by calling the BDE phone line (855-347-3310). The Department of Health Care Services' staff work with the DMC plans on behalf of the members to schedule an appropriate appointment within specified time frames, based on the member's needs. If no such appointment is secured, the members may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental Fee-for-Service (FFS) where he or she may select his or her own dental provider on an ongoing basis. No one has utilized the BDE to transfer to FFS since its inception.

The following report includes the summary for the second quarter of 2019 (April through June), 2018 vs. 2019, and the 2019 annual summary.

Total Requests Received in the Second Quarter of 2019

A total of 761 requests were received during the second quarter of 2019; 28 (4%) were BDE requests, while 733 (96%) were non-BDE requests (Table 1). All 28 (100%) BDE requests are completed and closed to date (Table 4). The average number of total incoming requests is 253 per month. The average number of incoming Non-BDE requests is 244 per month.

Table 1: Second Quarter 2019 Incoming Totals Table 2: Second Quarter 2019 Non-BDE Totals

Total Requests	761	100%
BDE	28	4%
Non-BDE	733	96%
Inbound Phone Call	381	50%
BDE	28	7%
Non-BDE	353	93%
Mail/Fax/Email Total	380	50%
BDE	0	0%
Non-BDE	380	100%

Non-BDE Categories	733	100%
BDE Info/No Need	149	20%
Benefits	20	3%
Eligibility	30	4%
Plan/Provider Info	315	43%
No Answer/Left	184	25%
Other	35	5%

BDE Requests Received in the Second Quarter of 2019

The total number of BDE requests received in the second quarter of 2019 was 28 (Table 3). The average number of BDE requests is nine per month.

Table 3. BDE Requests Received in the Second Quarter of 2019 (April through June)

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	7	6	2	14	1	15
Urgent	1	3	1	5	0	5
Routine	1	3	3	7	0	7
Specialist	1	0	0	1	0	1
In Progress	0	0	0	0	0	0
Closed	10	12	6	27	1	28
Total BDE	10	12	6	27	1	28

BDE Cases Closed in the Second Quarter of 2019

A total of 28 BDE appointments were closed in the second quarter of 2019, including appointments that originated in prior months that may have required several appointments (Table 4).

Of the closed cases, 15 (53%) were emergency appointments, seven (25%) were routine appointments, five (18%) were urgent appointments, and one (4%) was a specialist appointment. Of the closed appointments, 27 (96%) were for adults and one (4%) was for a child (Figure 1).

Of the closed cases, 22 (79%) were successfully seen and treated by a dentist. Six (21%) appointments were unsuccessful; the members did not show up to their scheduled appointments and have yet to reschedule (Figure 2).

Table 4. BDE Requests Closed in the Second Quarter of 2019 (April 2019 to June 2019)

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	2	0	3	0	3
Unsuccessful Urgent	0	1	0	1	0	1
Unsuccessful Routine	0	1	1	2	0	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	6	4	1	10	1	11
Successful Urgent	1	2	1	5	0	5
Successful Routine	1	2	2	5	0	5
Successful Specialist	1	0	0	1	0	1
Unsuccessful	1	4	1	6	0	6
Successful	9	8	4	21	1	22
Total	10	12	5	27	1	28

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

Figure 1: BDE Appointments Closed in the Second Quarter of 2019: Organized by Type

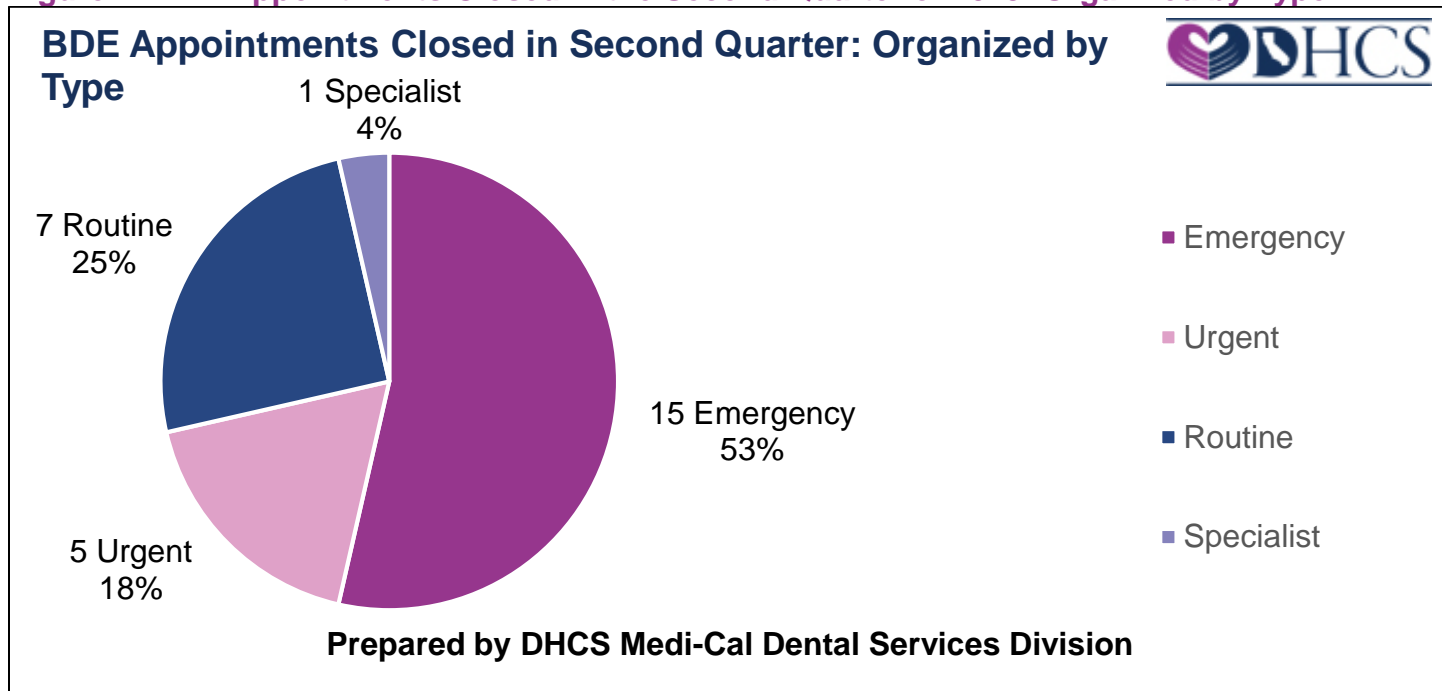


Table 7: BDE Appointments Closed in the Second Quarter: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	14	1	15	53%
Urgent	5	0	5	18%
Routine	7	0	7	25%
Specialist	1	0	1	4%

Figure 2: BDE Appointments Closed in the Second Quarter of 2019: Successful vs. Unsuccessful

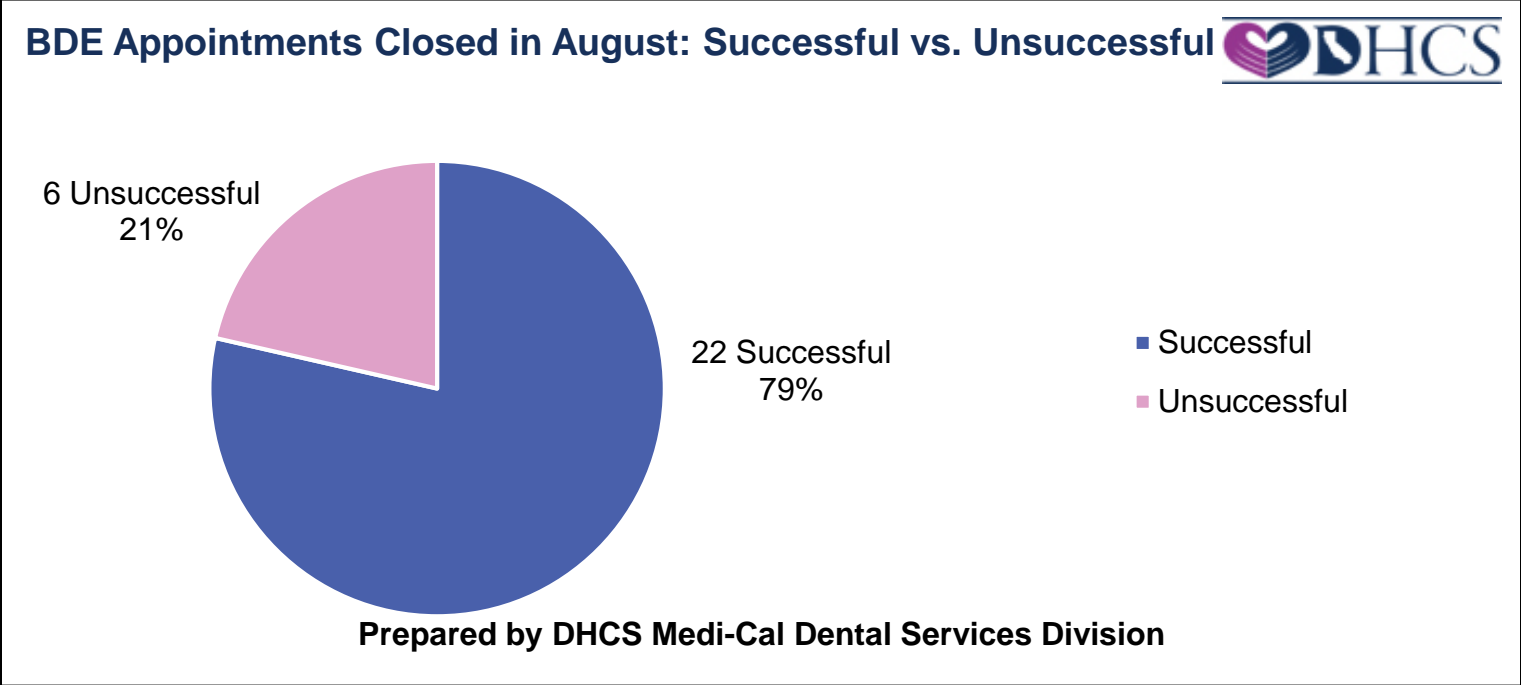


Table 6: BDE Appointments Closed in the Second Quarter: Successful vs. Unsuccessful

Type of Appointment	Adults	Children	Total	Percentage
Successful	21	1	22	79%
Unsuccessful	6	0	6	21%

2018 vs. 2019 Comparison

As shown below (Figure 3 and Figure 4), BDE requests continue on a downward trend and the total monthly incoming requests show a decrease in the third quarter of 2019 when compared to 2018. There was a slight increase in total incoming requests in April 2019. This may be attributed to the annual March mailing of the BDE form.

Figure 3. 2018 vs. 2019 BDE Total Monthly Incoming Requests

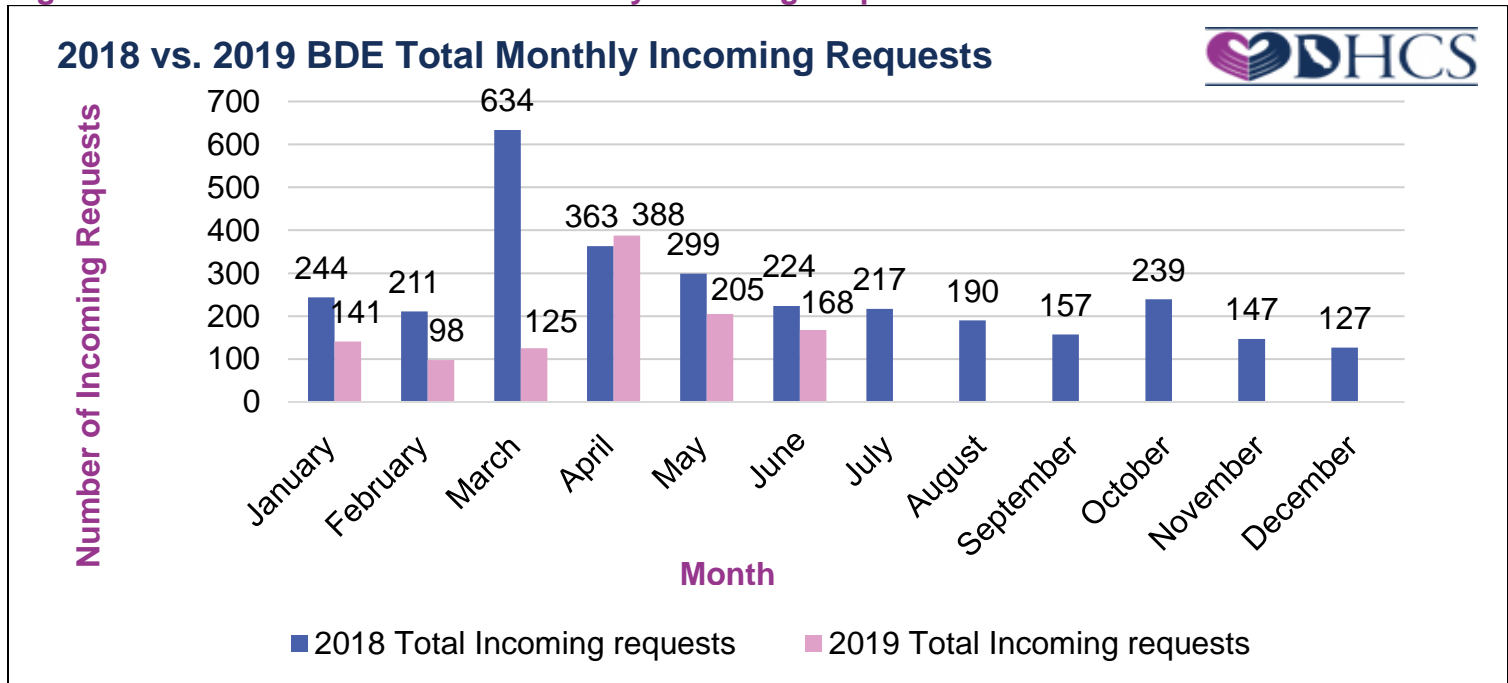


Figure 4. 2018 vs. 2019 BDE Monthly Incoming Requests

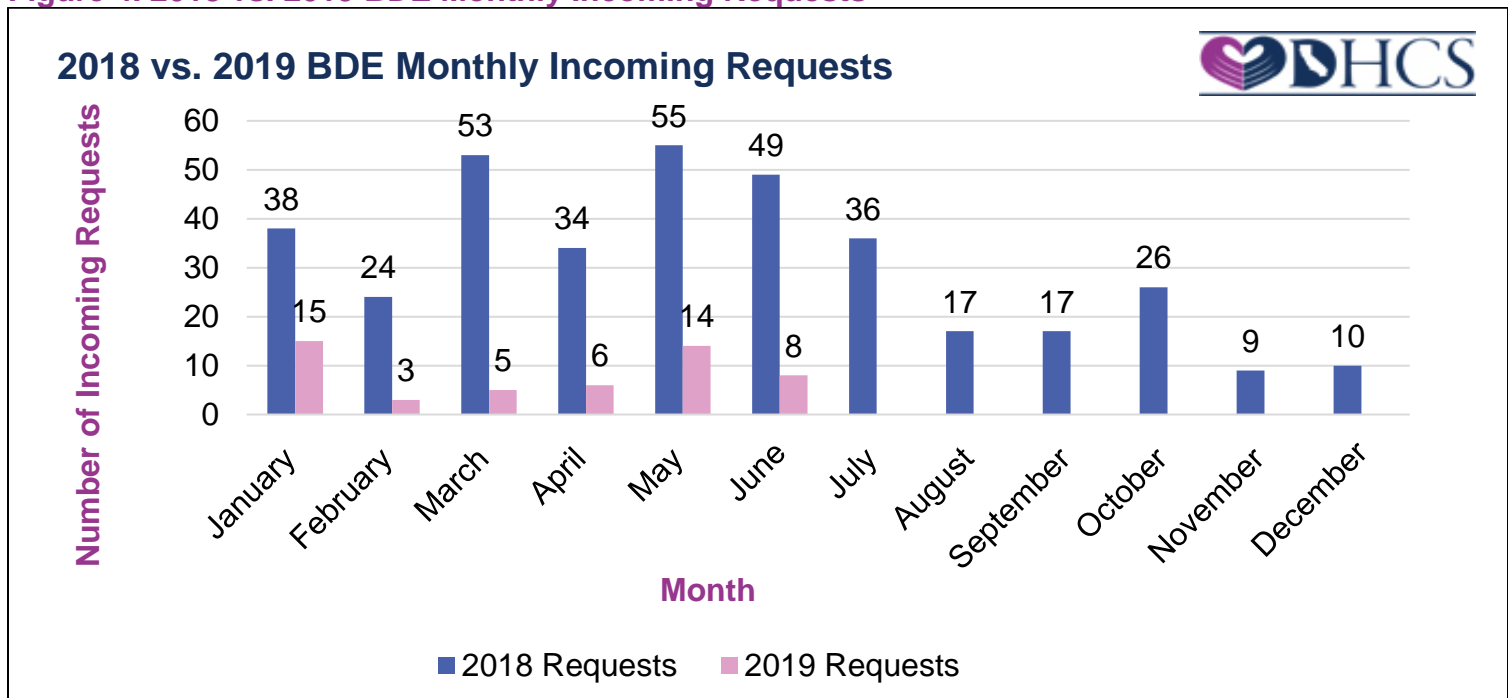
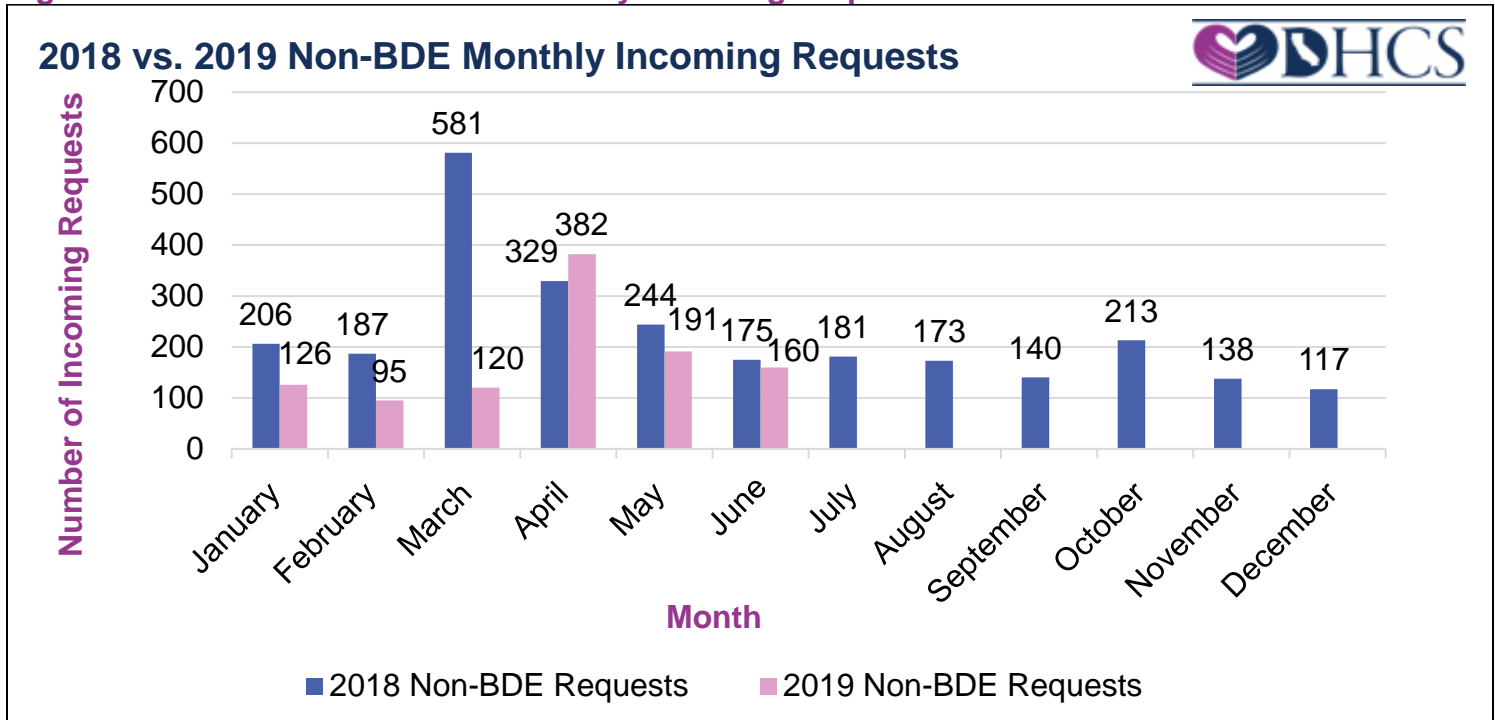


Figure 5. 2018 vs. 2019 Non-BDE Monthly Incoming Requests



2019 Summary

Figure 4. 2019 Total Monthly Requests by Type

